

Recruitment person specification

Post being recruited for: **Concierge & Estates Officer**

Our Behaviours

These apply to all posts

Respect

Integrity

Flexibility

Person specification

Category

Essential

Desirable (not every post needs desirable requirements)

Experience

Experience of providing quality services to customers.

Experience successfully working with colleagues to deliver outcomes for customers.

Experience of working within a team and understanding of your role in effective team work.

Experience of providing grounds and building maintenance services, cleaning and safety and security in a residential environment.

Knowledge, skills and understanding

Ability to follow procedures and processes and ensure compliance with the regulatory and policy environment of the service.

Ability to assess and manage risk to you, your customers and the communities they live in.

Ability to balance working on your own initiative and knowing when to seek advice and support.

Qualifications and training	A good level of secondary school education.	
Job specific requirements	Occasionally engaging with customers who have had extremely difficult life experiences and may not be willing to engage with you.	

